

Position Description

Position Title:	Case Management Officer – Women’s Support Team (Identified)
Position Type:	Full Time (x 2 EFT)
Classification:	G2 L1 Aboriginal Health Worker, ACCHSA 2010
Reporting To:	Women’s Support Team Leader
Staff Reports:	Nil
Hours	Monday – Friday (8am-4pm; 11am-7pm)
Location	Gindaja Residential Recovery Centre, Back Beach Road, Yarrabah
Date Approved	December 18 2023
Review Date	December 18 2024

ABOUT GINDAJA

‘Gindaja’s vision is to create an alcohol and substance dependency free lifestyle in the Yarrabah community and beyond. In our journey, we will build and offer a safe and healthy place for our people to come’

Gindaja provides culturally appropriate alcohol and other drug (AOD) Education, Treatment, Recovery and Healing to people from the Aboriginal Shire of Yarrabah (60km from Cairns) and from across the Far North Queensland (FNQ) region, including the Cape and Torres Strait. Gindaja operates a 19 bed Residential Recovery Centre as well as a Learning and Wellbeing Centre that offer a range of services including primary prevention, health promotion, harm reduction, case-management and social and emotional wellbeing (SEWB) for men, women and families who are experiencing alcohol and/or other drug related problems.

ABOUT THE POSITION

The Case Management Officer (CMO) position is an Identified position as there is a genuine occupational requirement for the position be filled by an Aboriginal and/or Torres Strait Islander female, as permitted by and arguable under Section 25, 104 and 105 of the Queensland Anti-Discrimination Act (1991).

The Residential Recovery Centre provides 24/7 care and support for people to recover and heal from alcohol and other drug dependency. The Recovery Centre is located on Back Beach Road in Yarrabah and has a capacity for up to 15 residents, each undertaking a 12 week (3 month) residential recovery program. The overall aim of the Residential Recovery Centre is to: *‘provide culturally appropriate residential AOD treatment, rehabilitation and support for our people to recover and heal from the damaging impact of alcohol and drug dependency’*.

Reporting to the Women’s Support Team Leader, the CMO provides high quality, culturally secure, individual case management, group programs and recreational activities to male clients undertaking Gindaja’s residential program.

CMO’s work as part of a dedicated and close-knit team to deliver Gindaja’s 12-week residential program to clients from communities in Yarrabah, Cairns and surrounding districts, FNQ Cape as well as people from other states and territories throughout Australia.

PRIMARY DUTIES AND RESPONSIBILITIES

Client Care Functions:

- › Provide comprehensive, individual case management services to Gindaja clients recovering from alcohol and/or substance dependencies and ensure service delivery complies with the Gindaja Model of Care, and Principles of Best Practice.
- › Provide co-case management services for Gindaja clients in partnership with other external services where appropriate and required
- › Provide orientation and welcoming processes and procedures to new incoming Gindaja clients
- › Ensure the safety and security of clients at all times through appropriate monitoring processes and following Gindaja's risk management and health and safety policies and procedures.
- › Facilitate and co-facilitate SEWB strategies and programs to Gindaja clients where required
- › Provide medication supervision to clients as required and in consultation with health service staff
- › Supervise clients to adhere to OHS directives (including COVID health precautions when relevant)
- › Ensure client case notes and handover notes are kept up to date and reflect any incidents, relevant conversations and interactions that have occurred over the shift.
- › Actively engage and supervise Gindaja clients in individual/group cultural and recreation activities
- › Provide culturally secure SEWB counselling and yarning to clients.
- › Ensure client privacy and confidentiality are upheld in accordance with national/state/Queensland Health legislation/regulations and Gindaja's policies and procedures.

Team Functions

- › Participate, support and contribute to Gindaja staff meetings, team meetings and team environment
- › Work in partnership with the Men's Support Team and across other Gindaja services teams to achieve a consistent and seamless delivery of services to clients.
- › Facilitate strong links, communication and team work with relevant staff from the Learning and Wellbeing Centre and the Weekend Team (i.e. intake and after care workers, weekend CSO's etc.)
- › Provide support and assistance to other Gindaja staff teams across the organisation as required

Reporting Functions

- › Maintain proper client records at all times (including case notes and case management plans) ensuring that all client information and associated data is entered into Gindaja's electronic information systems in a timely fashion (MIMASO and LOGIQC)
- › Ensure client files and health records are maintained according to state/national guidelines and legislation
- › Prepare and deliver/facilitate hand-over information/reports as required
- › Provide appropriate written/verbal reports to the Women's Support Team Leader as requested.
- › Participate in service evaluations/reviews (including data collection) as required
- › Participate in and contribute to the organisation's Quality Management System

Networking and Communication Functions

- › Work in partnership with other external services, government and non-government agencies who are involved in client's care, where appropriate and required
- › Communicate effectively in the workplace with staff and clients.
- › Act as a source of information, advice and guidance to other staff members as required

Health & Safety Functions

- › Ensure hazardous situations are minimised and/or dealt with proficiently
- › Keep office in a clean and tidy manner

Training and Professional Development

- › Participate in alcohol and drug education and certified training as required by Gindaja
- › Participate in Workplace Health and Safety Certified Training
- › Participate in any free online training to enhance knowledge and skills

Please note that the duties outlined in this position description are not exhaustive, and are an indication of the work of the role. Gindaja can direct you to carry out duties which it considers are within your skill, competence and training.

CORE COMPETENCIES

Knowledge and Experience:

Possessing qualification and/or experience relating to this particular area of work. Must possess education and training, and be able to display understanding.

The ability to work as part of a team:

Be willing to assist other staff members and undertake training in the workplace to achieve the Gindaja vision of delivering a standard of service that meets the expectations of the community. This approach to teamwork also helps improve skill levels of employees that allows for multi-tasking and development within the team.

The ability to develop effective client relationships:

Gindaja's core business is about serving our clients in the treatment of substance misuse. In order to effectively maintain this service, all employees of Gindaja must have the ability to develop, maintain and engage in client relationships that promote a safe and suitable environment that allows our clients to recover in order to re-integrate with the community. This means that employees will demonstrate empathy (understanding pain). Diversity (accepting differences) and tolerance (patience) when dealing with clients.

The ability to communicate effectively:

Communicates effectively and appropriately with Aboriginal and Torres Strait Islander people and the wider community.

QUALIFICATIONS/EXPERIENCE

Required

- › Appropriate and valid evidence of Aboriginal and or Torres Strait Islander descent, and that you identify as Aboriginal and/or Torres Strait Islander
- › Certificate or Diploma level qualification and/or previous experience in a similar/related role
- › C Class Drivers Licence
- › Willingness to undertake regular motor vehicle travel to Cairns and surrounds
- › Positive Notice Blue Card/Working with Children Card
- › Criminal History Check
- › Sober Habits/No Drug Use

Desirable:

- › Current Senior First Aid Certificate or up to date CPR Certificate

SELECTION CRITERIA

- › A knowledge and understanding of Aboriginal and Torres Strait Islander Societies and their cultures, and a general understanding of the issues that are affecting Aboriginal and Torres Strait Islander people as they relate to alcohol and substance misuse.
- › Demonstrated experience in providing case management services to Aboriginal and Torres Strait Islander people
- › Highly developed communication skills (including negotiation, conflict resolution/mediation and report writing) with a demonstrated ability to communicate effectively across a range of stakeholders
- › Demonstrated ability to facilitate programs based on the need of clients recovering from substance misuse.
- › Demonstrated ability to work as part of a team
- › Demonstrated ability to use a computer
- › Understanding of, or ability to acquire knowledge of workplace health and safety practices.